Doc. No. 78-4177-01

Regulatory Compliance and Safety Information for the Cisco Micro Hub

This document contains regulatory compliance and safety information for the Cisco Micro Hub, which includes the following part numbers:

- CISCO1501
- CISCO1502
- CISCO1503

Use the information in this document in conjunction with the *Cisco Micro Hub User Guide*.

This document contains the following sections:

- Safety Recommendations
- General Site Requirements
- Agency Approvals
- Directives Compliance
- Translated Warnings
- Cisco Connection Online

Safety Recommendations

Follow these guidelines to ensure general safety:

- Keep the chassis area clear and dust-free during and after installation.
- Put the removed chassis cover in a safe place.
- Keep tools away from walk areas where you and others could fall over them.
- Do not wear loose clothing that could get caught in the chassis. Fasten your tie or scarf and roll up your sleeves.

Corporate Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA

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- Wear safety glasses if you are working under any conditions that might be hazardous to your eyes.
- Do not perform any action that creates a potential hazard to people or makes the equipment unsafe.

Safety with Electricity

Follow these guidelines when working on equipment powered by electricity:

- Locate the emergency power-OFF switch for the room in which you are working. Then, if an electrical accident occurs, you can act quickly to turn OFF the power.
- Disconnect all power by turning OFF the power and unplugging the power cord before:
  - Installing or removing a chassis
  - Working near power supplies
- Do not work alone if potentially hazardous conditions exist.
- Never assume that power is disconnected from a circuit; always check the circuit.
- Look carefully for possible hazards in your work area, such as moist floors, ungrounded power extension cables, frayed power cords, and missing safety grounds.
- If an electrical accident occurs, proceed as follows:
  - Use caution; do not become a victim yourself.
  - Turn OFF power to the system.
  - If possible, send another person to get medical aid. Otherwise, assess the condition of the victim and then call for help.
  - Determine if the person needs rescue breathing or external cardiac compressions; then take appropriate action.

Preventing Electrostatic Discharge Damage

Electrostatic discharge (ESD) can damage equipment and impair electrical circuitry. ESD damage occurs when electronic components are improperly handled and can result in complete or intermittent failures.

- Always follow ESD-prevention procedures when removing and replacing components. Ensure that the chassis is electrically connected to earth ground. Wear an ESD-preventive wrist strap, ensuring that it makes good skin contact. Connect the grounding clip to an unpainted surface of the chassis frame to safely ground ESD voltages. To properly guard against ESD damage and shocks, the wrist strap and cord must operate effectively. If no wrist strap is available, ground yourself by touching the metal part of the chassis.
- For safety, periodically check the resistance value of the antistatic strap, which should be between 1 and 10 megohms (Mohms).

General Site Requirements

This section describes the requirements your site must meet for safe installation and operation of your system. Ensure that your site is properly prepared before beginning installation.

Preventive Site Configuration

The following precautions will help you plan an acceptable operating environment for your Cisco Micro Hub and will help you avoid environmentally caused equipment failures:

- Electrical equipment generates heat. Ambient air temperature might not be adequate to cool equipment to acceptable operating temperatures without adequate circulation. Ensure that the room in which you operate your system has adequate air circulation.
- Always follow the ESD-prevention procedures described previously to avoid damage to equipment. Damage from static discharge can cause immediate or intermittent equipment failure.
- Ensure that the chassis cover is secure. The chassis is designed to allow cooling air to flow effectively within it. An open chassis allows air leaks, which may interrupt and redirect the flow of cooling air from internal components.

Power Supply Considerations

Check the power at your site to ensure that you are receiving "clean" power (free of spikes and noise). Install a power conditioner if necessary.

The hubs' power supply includes the following features:

- Autoselects 100V, 110V, 220V, or 240V operation.
- All units include an AC power line cord.

Agency Approvals

All models of the Cisco Micro Hub meet the requirements for the following agency approvals:

- Emissions—EN55022 Class B; FCC 47, Part 15, Class B; VCCI Class 2; AS/NRZ 3548:1992, Class B; ICES-003, Issue 2, Class B, April 1995
- Immunity—IEC1000-3-2, IEC1000-4-2, IEC1000-4-3, IEC1000-4-4, IEC1000-4-5, IEC1000-4-6

Directives Compliance

The CE-0168-X or CE-0344-X mark signifies that the equipment complies with the following European Directives: 91/263/EEC (public telecommunications network compatibility), 89/336/EEC (electromagnetic compatibility), 73/23/EEC (low voltage), and 92/59/EEC (general product safety).

Translated Warnings

This section includes translations in multiple languages of the warnings that appear in the *Cisco Micro Hub User Guide*. The translations appear in the same order that the English warning appears in the user guide.

Warning Definition

Warning This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents.

Waarschuwing Dit waarschuwingssymbool betekent gevaar. U verkeert in een situatie die lichamelijk letsel kan veroorzaken. Voordat u aan enige apparatuur gaat werken, dient u zich bewust te zijn van de bij elektrische schakelingen betrokken risico's en dient u op de hoogte te zijn van standaard maatregelen om ongelukken te voorkomen.

Varoitus Tämä varoitusmerkki merkitsee vaaraa. Olet tilanteessa, joka voi johtaa ruumiinvammaan. Ennen kuin työskentelet minkään laitteiston parissa, ota selvää sähkökytkentöihin liittyvistä vaaroista ja tavanomaisista onnettomuuksien ehkäisykeinoista.

Attention Ce symbole d'avertissement indique un danger. Vous vous trouvez dans une situation pouvant causer des blessures ou des dommages corporels. Avant de travailler sur un équipement, soyez conscient des dangers posés par les circuits électriques et familiarisez-vous avec les procédures couramment utilisées pour éviter les accidents.

Warnung Dieses Warnsymbol bedeutet Gefahr. Sie befinden sich in einer Situation, die zu einer Körperverletzung führen könnte. Bevor Sie mit der Arbeit an irgendeinem Gerät beginnen, seien Sie sich der mit elektrischen Stromkreisen verbundenen Gefahren und der Standardpraktiken zur Vermeidung von Unfällen bewußt.

Avvertenza Questo simbolo di avvertenza indica un pericolo. La situazione potrebbe causare infortuni alle persone. Prima di lavorare su qualsiasi apparecchiatura, occorre conoscere i pericoli relativi ai circuiti elettrici ed essere al corrente delle pratiche standard per la prevenzione di incidenti.

Advarsel Dette varselsymbolet betyr fare. Du befinner deg i en situasjon som kan føre til personskade. Før du utfører arbeid på utstyr, må du vare oppmerksom på de faremomentene som elektriske kretser innebærer, samt gjøre deg kjent med vanlig praksis når det gjelder å unngå ulykker.

Aviso Este símbolo de aviso indica perigo. Encontra-se numa situação que lhe poderá causar danos físicos. Antes de começar a trabalhar com qualquer equipamento, familiarize-se com os perigos relacionados com circuitos eléctricos, e com quaisquer práticas comuns que possam prevenir possíveis acidentes.

¡Atención! Este símbolo de aviso significa peligro. Existe riesgo para su integridad física. Antes de manipular cualquier equipo, considerar los riesgos que entraña la corriente eléctrica y familiarizarse con los procedimientos estándar de prevención de accidentes.

Varning! Denna varningssymbol signalerar fara. Du befinner dig i en situation som kan leda till personskada. Innan du utför arbete på någon utrustning måste du vara medveten om farorna med elkretsar och känna till vanligt förfarande för att förebygga skador.

Installation Warning

Warning Read the installation instructions before you connect the system to its power source.

Waarschuwing Raadpleeg de installatie-aanwijzingen voordat u het systeem met de voeding verbindt.

Varoitus Lue asennusohjeet ennen järjestelmän yhdistämistä virtalähteeseen.

Attention Avant de brancher le système sur la source d'alimentation, consulter les directives d'installation.

Warnung Lesen Sie die Installationsanweisungen, bevor Sie das System an die Stromquelle anschließen.

Avvertenza Consultare le istruzioni di installazione prima di collegare il sistema all'alimentatore.

Advarsel Les installasjonsinstruksjonene før systemet kobles til strømkilden.

Aviso Leia as instruções de instalação antes de ligar o sistema à sua fonte de energia.

¡Atención! Ver las instrucciones de instalación antes de conectar el sistema a la red de alimentación.

Varning! Läs installationsanvisningarna innan du kopplar systemet till dess strömförsörjningsenhet.

Jewelry Removal Warning

Warning Before working on equipment that is connected to power lines, remove jewelry (including rings, necklaces, and watches). Metal objects will heat up when connected to power and ground and can cause serious burns or weld the metal object to the terminals.

Waarschuwing Alvorens aan apparatuur te werken die met elektrische leidingen is verbonden, sieraden (inclusief ringen, kettingen en horloges) verwijderen. Metalen voorwerpen worden warm wanneer ze met stroom en aarde zijn verbonden, en kunnen ernstige brandwonden veroorzaken of het metalen voorwerp aan de aansluitklemmen lassen.

Varoitus Ennen kuin työskentelet voimavirtajohtoihin kytkettyjen laitteiden parissa, ota pois kaikki korut (sormukset, kaulakorut ja kellot mukaan lukien). Metalliesineet kuumenevat, kun ne ovat yhteydessä sähkövirran ja maan kanssa, ja ne voivat aiheuttaa vakavia palovammoja tai hitsata metalliesineet kiinni liitäntänapoihin.

Attention Avant d'accéder à cet équipement connecté aux lignes électriques, ôter tout bijou (anneaux, colliers et montres compris). Lorsqu'ils sont branchés à l'alimentation et reliés à la terre, les objets métalliques chauffent, ce qui peut provoquer des blessures graves ou souder l'objet métallique aux bornes.

Warnung Vor der Arbeit an Geräten, die an das Netz angeschlossen sind, jeglichen Schmuck (einschließlich Ringe, Ketten und Uhren) abnehmen. Metallgegenstände erhitzen sich, wenn sie an das Netz und die Erde angeschlossen werden, und können schwere Verbrennungen verursachen oder an die Anschlußklemmen angeschweißt werden.

Avvertenza Prima di intervenire su apparecchiature collegate alle linee di alimentazione, togliersi qualsiasi monile (inclusi anelli, collane, braccialetti ed orologi). Gli oggetti metallici si riscaldano quando sono collegati tra punti di alimentazione e massa: possono causare ustioni gravi oppure il metallo può saldarsi ai terminali.

Advarsel Fjern alle smykker (inkludert ringer, halskjeder og klokker) før du skal arbeide på utstyr som er koblet til kraftledninger. Metallgjenstander som er koblet til kraftledninger og jord blir svært varme og kan forårsake alvorlige brannskader eller smelte fast til polene.

Aviso Antes de trabalhar em equipamento que esteja ligado a linhas de corrente, retire todas as jóias que estiver a usar (incluindo anéis, fios e relógios). Os objectos metálicos aquecerão em contacto com a corrente e em contacto com a ligação à terra, podendo causar queimaduras graves ou ficarem soldados aos terminais.

¡Advertencia! Antes de operar sobre equipos conectados a líneas de alimentación, quitarse las joyas (incluidos anillos, collares y relojes). Los objetos de metal se calientan cuando se conectan a la alimentación y a tierra, lo que puede ocasionar quemaduras graves o que los objetos metálicos queden soldados a los bornes.

Varning! Tag av alla smycken (inklusive ringar, halsband och armbandsur) innan du arbetar på utrustning som är kopplad till kraftledningar. Metallobjekt hettas upp när de kopplas ihop med ström och jord och kan förorsaka allvarliga brännskador; metallobjekt kan också sammansvetsas med kontakterna.

Power Disconnection Warning

Warning Before working on a system that has an On/Off switch, turn OFF the power and unplug the power cord.

Waarschuwing Voordat u aan een systeem werkt dat een aan/uit schakelaar heeft, dient u de stroomvoorziening UIT te schakelen en de stekker van het netsnoer uit het stopcontact te halen.

Varoitus Ennen kuin teet mitään sellaiselle järjestelmälle, jossa on kaksiasentokytkin, katkaise siitä virta ja kytke virtajohto irti.

Attention Avant de travailler sur un système équipé d'un commutateur marche-arrêt, mettre l'appareil à l'arrêt (OFF) et débrancher le cordon d'alimentation.

Warnung Bevor Sie an einem System mit Ein/Aus-Schalter arbeiten, schalten Sie das System AUS und ziehen das Netzkabel aus der Steckdose.

Avvertenza Prima di lavorare su un sistema dotato di un interruttore on/off, spegnere (OFF) il sistema e staccare il cavo dell'alimentazione.

Advarsel Slå AV strømmen og trekk ut strømledningen før det utføres arbeid på et system som er utstyrt med en av/på-bryter.

Aviso Antes de começar a trabalhar num sistema que tem um interruptor on/off, DESLIGUE a corrente eléctrica e retire o cabo de alimentação da tomada.

¡Advertencia! Antes de utilizar cualquier sistema equipado con interruptor de Encendido/Apagado (ON/OFF), cortar la alimentación y desenchufar el cable de alimentación.

Varning! Slå AV strömmen och dra ur nätsladden innan du utför arbete på ett system med strömbrytare.

Product Disposal Warning

Warning Ultimate disposal of this product should be handled according to all national laws and regulations.

Waarschuwing Dit produkt dient volgens alle landelijke wetten en voorschriften te worden afgedankt.

Varoitus Tämän tuotteen lopullisesta hävittämisestä tulee huolehtia kaikkia valtakunnallisia lakeja ja säännöksiä noudattaen.

Attention La mise au rebut définitive de ce produit doit être effectuée conformément à toutes les lois et réglementations en vigueur.

Warnung Dieses Produkt muß den geltenden Gesetzen und Vorschriften entsprechend entsorgt werden.

Avvertenza L'eliminazione finale di questo prodotto deve essere eseguita osservando le normative italiane vigenti in materia.

Advarsel Endelig disponering av dette produktet må skje i henhold til nasjonale lover og forskrifter.

Aviso A descartagem final deste produto deverá ser efectuada de acordo com os regulamentos e a legislação nacional.

¡Advertencia! El desecho final de este producto debe realizarse según todas las leyes y regulaciones nacionales.

Varning! Slutlig kassering av denna produkt bör skötas i enlighet med landets alla lagar och föreskrifter.

TN Power Statement

Warning The device is designed to work with TN power systems.

Waarschuwing Het apparaat is ontworpen om te functioneren met TN energiesystemen.

Varoitus Koje on suunniteltu toimimaan TN-sähkövoimajärjestelmien yhteydessä.

Attention Ce dispositif a été conçu pour fonctionner avec des systèmes d'alimentation TN.

Warnung Das Gerät ist für die Verwendung mit TN-Stromsystemen ausgelegt.

Avvertenza Il dispositivo è stato progettato per l'uso con sistemi di alimentazione TN.

Advarsel Utstyret er utfomet til bruk med TN-strømsystemer.

Aviso O dispositivo foi criado para operar com sistemas de corrente TN.

¡Atención! El equipo está diseñado para trabajar con sistemas de alimentación tipo TN.

Varning! Enheten är konstruerad för användning tillsammans med elkraftssystem av TN-typ.

Lightning Activity Warning

Warning Do not work on the system or connect or disconnect cables during periods of lightning activity.

Waarschuwing Tijdens onweer dat gepaard gaat met bliksem, dient u niet aan het systeem te werken of kabels aan te sluiten of te ontkoppelen.

Varoitus Älä työskentele järjestelmän parissa äläkä yhdistä tai irrota kaapeleita ukkosilmalla.

Attention Ne pas travailler sur le système ni brancher ou débrancher les câbles pendant un orage.

Warnung Arbeiten Sie nicht am System und schließen Sie keine Kabel an bzw. trennen Sie keine ab, wenn es gewittert.

Avvertenza Non lavorare sul sistema o collegare oppure scollegare i cavi durante un temporale con fulmini.

Advarsel Utfør aldri arbeid på systemet, eller koble kabler til eller fra systemet når det tordner eller lyner.

Aviso Não trabalhe no sistema ou ligue e desligue cabos durante períodos de mau tempo (trovoada).

¡Advertencia! No operar el sistema ni conectar o desconectar cables durante el transcurso de descargas eléctricas en la atmósfera.

Varning! Vid åska skall du aldrig utföra arbete på systemet eller ansluta eller koppla loss kablar.

SELV Circuit Warning

Warning The ports labeled “Ethernet,” “10BaseT,” “Token Ring,” “Console,” and “AUX” are safety extra-low voltage (SELV) circuits. SELV circuits should only be connected to other SELV circuits. Because the BRI circuits are treated like telephone-network voltage, avoid connecting the SELV circuit to the telephone network voltage (TNV) circuits.

Waarschuwing De poorten die "Ethernet", "10BaseT", "Token Ring", "Console" en "AUX" zijn gelabeld, zijn veiligheidscircuits met extra lage spanning (genaamd SELV = Safety Extra-Low Voltage). SELV-circuits mogen alleen met andere SELV-circuits verbonden worden. Omdat de BRI-circuits op dezelfde manier als telefoonnetwerkspanning behandeld worden, mag u het SELV-circuit niet verbinden met de telefoonnetwerkspanning (TNV) circuits.

Varoitus Portit, joissa on nimet "Ethernet", "10BaseT", "Token Ring", "Console" ja "AUX", ovat erityisen pienen jännityksen omaavia turvallisuuspiirejä (SELV-piirejä). Tällaiset SELV-piirit tulee yhdistää ainoastaan muihin SELV-piireihin. Koska perusluokan liitäntöjen (Basic Rate Interface- eli BRI-liitännät) jännite vastaa puhelinverkoston jännitettä, vältä SELV-piirin yhdistämistä puhelinverkoston jännitepiireihin (TNV-piireihin).

Attention Les ports étiquetés «þEthernetþ», «þ10BaseTþ», «þToken Ringþ», «þConsoleþ» et «þAUXþ» sont des circuits de sécurité basse tension (Safety Extra-Low Voltage ou SELV). Les circuits SELV ne doivent être interconnectés qu'avec d'autres circuits SELV. Comme les circuits BRI sont considérés comme des sources de tension de réseau téléphonique, éviter de connecter un circuit SELV à un circuit de tension de réseau téléphonique (telephone network voltage ou TNV).

Warnung Die mit "Ethernet", "10BaseT", "Token Ring", "Console" und "AUX" beschrifteten Buchsen sind Sicherheitskreise mit Sicherheitskleinspannung (Safety Extra-Low Voltage, SELV). SELV-Kreise sollten ausschließlich an andere SELV-Kreise angeschlossen werden. Da die BRI-Kreise wie Telefonnetzspannungen behandelt werden, ist der SELV-Kreis nicht an Telefonnetzspannungskreise (TNV) anzuschließen.

Avvertenza Le porte contrassegnate da "Ethernet", "10BaseT", "TokenRing", "Console" e "AUX" sono circuiti di sicurezza con tensione molto bassa (SELV). I circuiti SELV devono essere collegati solo ad altri circuiti SELV. Dato che i circuiti BRI vengono trattati come tensioni di rete telefonica, evitare di collegare il circuito SELV ai circuiti in cui è presente le tensione di rete telefonica (TNV).

Advarsel Utgangene merket "Ethernet", "10BaseT", "Token Ring", "Console" og "AUX" er lavspentkretser (SELV) for ekstra sikkerhet. SELV-kretser skal kun kobles til andre SELV-kretser. Fordi BRI-kretsene håndteres som telenettspenning, unngå å koble SELV-kretsen til kretser for telenettspenning (TNV).

Aviso As portas "Ethernet", "10BaseT", "Token Ring", "Console", and "AUX" são circuitos de segurança de baixa tensão (SELV). Estes circuitos deverão ser apenas ligados a outros circuitos SELV. Devido ao facto de os circuitos BRI (Interface de Ritmo Básico) serem tratados como sendo de tensão equivalente à da rede telefónica, evite ligar o circuito SELV aos circuitos TNV (tensão de rede telefónica).

¡Advertencia! Los puertos "Ethernet", "10BaseT", "Token Ring", "Console" y "AUX" son circuitos de muy baja señal que garantizan ausencia de peligro (Safety Extra-Low Voltage = SELV). Estos circuitos SELV deben ser conectados exclusivamente con otros también de tipo SELV. Puesto que los circuitos tipo BRI se comportan como aquéllos con voltajes de red telefónica, debe evitarse conectar circuitos SELV con circuitos de voltaje de red telefónica (TNV).

Varning! De portar som är märkta "Ethernet", "10BaseT", "Token Ring", "Console" och "AUX" är SELV-kretsar, d.v.s. skyddskretsar med extra låg spänning (SELV: Safety Extra-Low Voltage = skyddsklenspänning). SELV-kretsar får endast anslutas till andra SELV-kretsar. Eftersom BRI-kretsar behandlas liksom telefonnätsspänning bör SELV-kretsen inte anslutas till telefonnätsspänningskretsar (TNV-kretsar).

Circuit Breaker (15A) Warning

Warning This product relies on the building's installation for short-circuit (overcurrent) protection. Ensure that a fuse or circuit breaker no larger than 120 VAC, 15A U.S. (240 VAC, 10A international) is used on the phase conductors (all current-carrying conductors).

Waarschuwing Dit produkt is afhankelijk van de installatie van het gebouw voor kortsluit- (overstroom)beveiliging. Controleer of er een zekering of stroomverbreker van niet meer dan 120 Volt wisselstroom, 15 A voor de V.S. (240 Volt wisselstroom, 10 A internationaal) gebruikt wordt op de fasegeleiders (alle geleiders die stroom voeren).

Varoitus Tämä tuote on riippuvainen rakennukseen asennetusta oikosulkusuojauksesta (ylivirtasuojauksesta). Varmista, että vaihevirtajohtimissa (kaikissa virroitetuissa johtimissa) käytetään Yhdysvalloissa alle 120 voltin, 15 ampeerin ja monissa muissa maissa 240 voltin, 10 ampeerin sulaketta tai suojakytkintä.

Attention Pour ce qui est de la protection contre les courts-circuits (surtension), ce produit dépend de l'installation électrique du local. Vérifier qu'un fusible ou qu'un disjoncteur de 120 V alt., 15 A U.S. maximum (240 V alt., 10 A international) est utilisé sur les conducteurs de phase (conducteurs de charge).

Warnung Dieses Produkt ist darauf angewiesen, daß im Gebäude ein Kurzschluß- bzw. Überstromschutz installiert ist. Stellen Sie sicher, daß eine Sicherung oder ein Unterbrecher von nicht mehr als 240 V Wechselstrom, 10 A (bzw. in den USA 120 V Wechselstrom, 15 A) an den Phasenleitern (allen stromführenden Leitern) verwendet wird.

Avvertenza Questo prodotto dipende dall'installazione dell'edificio per quanto riguarda la protezione contro cortocircuiti (sovracorrente). Verificare che un fusibile o interruttore automatico, non superiore a 120 VCA, 15 A U.S. (240 VCA, 10 A internazionale) sia stato usato nei fili di fase (tutti i conduttori portatori di corrente).

Advarsel Dette produktet er avhengig av bygningens installasjoner av kortslutningsbeskyttelse (overstrøm). Kontroller at det brukes en sikring eller strømbryter som ikke er større enn 120 VAC, 15 A (USA) (240 VAC, 10 A internasjonalt) på faselederne (alle strømførende ledere).

Aviso Este produto depende das instalações existentes para protecção contra curto-circuito (sobrecarga). Assegure-se de que um fusível ou disjuntor não superior a 240 VAC, 10A é utilizado nos condutores de fase (todos os condutores de transporte de corrente).

¡Atención! Este equipo utiliza el sistema de protección contra cortocircuitos (o sobrecorrientes) deló propio edificio. Asegurarse de que se utiliza un fusible o interruptor automático de no más de 240 voltios en corriente alterna (VAC), 10 amperios del estándar internacional (120 VAC, 15 amperios del estándar USA) en los hilos de fase (todos aquéllos portadores de corriente).

Varning! Denna produkt är beroende av i byggnaden installerat kortslutningsskydd (överströmsskydd). Kontrollera att säkring eller överspänningsskydd används på fasledarna (samtliga strömförande ledare) ¥ för internationellt bruk max. 240 V växelström, 10 A (i USA max. 120 V växelström, 15 A).

Obtaining Service and Support

For service and support for a product purchased from a reseller, contact the reseller. Resellers offer a wide variety of Cisco service and support programs, which are described in the section "Service and Support" in the information packet that shipped with your chassis.

Note If you purchased your product from a reseller, you can access Cisco Connection Online (CCO) as a guest. CCO is Cisco Systems' primary, real-time support channel.Your reseller offers programs that include direct access to CCO's services.

For service and support for a product purchased directly from Cisco, use CCO.

Cisco Connection Online

Cisco Connection Online (CCO) is Cisco Systems' primary, real-time support channel. Maintenance customers and partners can self-register on CCO to obtain additional information and services.

Available 24 hours a day, 7 days a week, CCO provides a wealth of standard and value-added services to Cisco's customers and business partners. CCO services include product information, product documentation, software updates, release notes, technical tips, the Bug Navigator, configuration notes, brochures, descriptions of service offerings, and download access to public and authorized files.

CCO serves a wide variety of users through two interfaces that are updated and enhanced simultaneously: a character-based version and a multimedia version that resides on the World Wide Web (WWW). The character-based CCO supports Zmodem, Kermit, Xmodem, FTP, and Internet e-mail, and it is excellent for quick access to information over lower bandwidths. The WWW version of CCO provides richly formatted documents with photographs, figures, graphics, and video, as well as hyperlinks to related information.

You can access CCO in the following ways:

- WWW: http://www.cisco.com
- WWW: http://www-europe.cisco.com
- WWW: http://www-china.cisco.com
- Telnet: cco.cisco.com
- Modem: From North America, 408 526-8070; from Europe, 33 1 64 46 40 82. Use the following terminal settings: VT100 emulation; databits: 8; parity: none; stop bits: 1; and connection rates up to 28.8 kbps.

For a copy of CCO's Frequently Asked Questions (FAQ), contact cco-help@cisco.com. For additional information, contact cco-team@cisco.com.

Note If you are a network administrator and need personal technical assistance with a Cisco product that is under warranty or covered by a maintenance contract, contact Cisco's Technical Assistance Center (TAC) at 800 553-2447, 408 526-7209, or tac@cisco.com. To obtain general information about Cisco Systems, Cisco products, or upgrades, contact 800 553-6387, 408 526-7208, or cs-rep@cisco.com.

This document is to be used in conjunction with the *Cisco Micro Hub User Guide* publication.

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